

Claims 1-25

1. (ORIGINAL) A communication system comprising:

a routing system configured to receive a called number from a calling system and responsively transfer a first query to a call processing system wherein the called number comprises a destination number and a correlation code wherein the routing system uses the destination number to route a call and the routing system does not use the correlation code to route the call and wherein the correlation code is for correlating information entered over the call and wherein the first query indicates the destination number;

the call processing system configured to receive the first query, process the destination number to determine routing instructions for the call, and transfer a first response to the routing system with routing instructions; and

the routing system further configured to receive the first response and responsively route the call according to the routing instructions and provide the correlation code as dialed number information service (DNIS) digits.

2. (ORIGINAL) The communication system of claim 1 wherein the call processing system is configured to process the destination number to select a first destination from a plurality of destinations wherein the plurality of destinations are associated with the destination number.

3. (ORIGINAL) The communication system of claim 2 wherein the plurality of destinations comprise call centers.

4. (ORIGINAL) The communication system of claim 2 wherein the call comprises a first call leg from a caller to the calling system and a second call leg from the caller to the first destination.

5. (ORIGINAL) The communication system of claim 4 wherein the calling system transmits the correlation code and the information entered over the call to a data management system.

6. (ORIGINAL) The communication system of claim 5 wherein the first destination receives the correlation code from the routing system and transfers a first query with the correlation code to the data management system and receives a first query response from the data management system with the information entered over the call.
7. (ORIGINAL) The communication system of claim 1 wherein the routing system is configured to receive the called number from the calling system over a virtual private network (VPN) connection.
8. (ORIGINAL) The communication system of claim 1 wherein the calling system comprises an enhanced services provider system (ESP) and an interactive voice response unit (IVR) and wherein the ESP is configured to receive a dual tone multi frequency (DTMF) transfer command from the IVR comprising the destination number and the correlation code.
9. (ORIGINAL) The communication system of claim 1 wherein the routing system comprises a switch in the public service telephone network (PSTN).
10. (ORIGINAL) The communication system of claim 1 wherein the call processing system comprises a service control point (SCP).
11. (ORIGINAL) The communication system of claim 1 wherein the called number comprises ten digits wherein the first three digits represent an area code, the second three digits comprise the destination number, and the last four digits comprise the correlation code.
12. (ORIGINAL) The communication system of claim 1 wherein the called number comprises fourteen digits wherein the first three digits represent an area code, the second seven digits comprise the destination number, and the last four digits comprise the correlation code.

13. (ORIGINAL) The communication system of claim 1 wherein the destination number comprises a VPN destination.

14. (ORIGINAL) A method of operating a communication system comprising:
- receiving a called number into a routing system from a calling system wherein the called number comprises a destination number for routing a call and a correlation code for correlating information entered over the call wherein the correlation code is not used for routing the call;
 - transferring a first query from the routing system to a call processing system wherein the first query indicates the destination number;
 - receiving the first query into the call processing system;
 - processing the destination number to determine routing instructions for the call;
 - transferring a first response to the routing system with the routing instructions;
 - receiving the first response into the routing system; and
 - routing the call according to the routing instructions and providing the correlation code as dialed number information service (DNIS) digits.
15. (ORIGINAL) The method of claim 14 further comprising processing the destination number in the call processing system to select a first destination from a plurality of destinations wherein the plurality of destinations are associated with the destination number.
16. (ORIGINAL) The method of claim 15 wherein the plurality of destinations comprise call centers.
17. (ORIGINAL) The method of claim 14 comprising transmitting the correlation code and the information entered over the call from the calling system to a data management system.
18. (ORIGINAL) The method of claim 17 comprising in the first destination receiving the correlation code from the routing system, transferring a second query with the correlation code to the data management system, and receiving a second response from the data management system with the information entered over the call.

19. (ORIGINAL) The method of claim 18 comprising in the data management system storing the information entered over the call in association with the correlation code.
20. (ORIGINAL) The method of claim 14 wherein receiving the called number from the calling system comprises receiving the called number over a virtual private network (VPN) connection.
21. (ORIGINAL) The method of claim 21 wherein the calling system comprises an enhanced services provider system (ESP) and an interactive voice response unit (IVR).
22. (ORIGINAL) The method of claim 14 wherein the routing system comprises a switch in the public service telephone network (PSTN).
23. (ORIGINAL) The method of claim 14 wherein the call processing system comprises a service control point (SCP).
24. (ORIGINAL) The method of claim 14 wherein the called number comprises ten digits wherein the first three digits represent an area code, the second three digits comprise the destination number, and the last four digits comprise the correlation code.
25. (ORIGINAL) The method of claim 14 wherein the called number comprises fourteen digits wherein the first three digits represent an area code, the second seven digits comprise the destination number, and the last four digits comprise the correlation code.